

ASSEMBLY, No. 4577

STATE OF NEW JERSEY

221st LEGISLATURE

INTRODUCED JUNE 13, 2024

Sponsored by:

Assemblywoman MITCHELLE DRULIS

District 16 (Hunterdon, Mercer, Middlesex and Somerset)

SYNOPSIS

Requires State departments and Office of Information Technology to provide reports on proposed technology upgrades.

CURRENT VERSION OF TEXT

As introduced.



1 AN ACT requiring State departments and the Office of Information
2 Technology to provide reports on proposed technology upgrades
3 and supplementing P.L.2007, c.56 (C.52:18A-224 et seq.).
4

5 **BE IT ENACTED** by the Senate and General Assembly of the State
6 of New Jersey:
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8 1. a. Each State department, agency, and instrumentality shall
9 provide a report to the Governor, the Legislature, and the Office of
10 Information Technology detailing:

11 (1) Ways in which the department, agency, or instrumentality
12 may enhance digital services in order to improve constituent
13 interactions with the department, agency, or instrumentality to
14 create a more cohesive experience between online, mobile, and in-
15 person services by conducting user research to identify key needs,
16 implementing changes based on feedback, and designing new
17 service offerings based on emergency needs; and

18 (2) Ways in which the department, agency, or instrumentality
19 may improve remote work capabilities for employees by procuring
20 updated hardware and software, providing trainings on digital tools,
21 digitizing paper-based processes, and creating flexibility in
22 departmental, agency, or instrumentality rules in order to continue
23 processes during an emergency.

24 Each department, agency, and instrumentality of the State shall
25 provide the report to the Governor and the Legislature, pursuant to
26 section 2 of P.L.1991, c.164 (C.52:14-19.1), and to the Office of
27 Information Technology within one year of the effective date of
28 P.L. , c. (C.) (pending before the Legislature of this bill) and
29 annually thereafter.

30 b. The Office of Information Technology shall provide a report
31 detailing recommendations as to how State departments, agencies,
32 and instrumentalities may improve constituent services and
33 employee remote work through upgraded technology. The
34 recommendations shall include strategies for transitioning operating
35 services and operational tasks to cloud computing services,
36 integrating data into a single portal or location, maintaining private
37 and secure access to government and constituent information, and
38 transitioning remote work technology to be based in a web portal
39 instead of a Virtual Private Network. The report shall include
40 specific hardware and software upgrade recommendations.

41 The Office of Information Technology shall provide the report to
42 the Governor and the Legislature, pursuant to section 2 of P.L.1991,
43 c.164 (C.52:14-19.1), within one year of the reception of reports
44 from the State departments, agencies, and instrumentalities and
45 annually thereafter.

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47 2. This act shall take effect immediately.

STATEMENT

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This bill requires State departments, agencies, and instrumentalities to provide reports recommending technology upgrades in order to improve the efficiency of State government and to continue government processes in an emergency situation.

The bill requires each State department, agency, and instrumentality to provide an annual report to the Governor, the Legislature, and the Office of Information Technology (OIT). The report will detail:

- ways the department, agency, or instrumentality may enhance digital services in order to improve constituent interactions with the department, agency, or instrumentality to create a more cohesive experience between online, mobile, and in-person services by conducting user research to identify key needs, implementing changes based on feedback, and designing new service offerings based on emergency needs; and

- ways the department, agency, or instrumentality may improve remote work capabilities for employees by procuring updated hardware and software, providing trainings on digital tools, digitizing paper-based processes, and creating flexibility in departmental, agency, or instrumentality rules in order to continue processes during an emergency.

This bill requires the OIT to provide an annual report detailing recommendations on how State departments, agencies, and instrumentalities may improve constituent services and employee remote work through upgraded technology. The recommendations will include:

- strategies for transitioning operating services and operational tasks to cloud computing services;
- integrating data into a single portal or location;
- maintaining private and secure access to government constituent information;
- transitioning remote work technology to be based in a web portal instead of a Virtual Private Network; and
- specific hardware and software upgrade recommendations.